



S/N 09/577,658

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Owen	Examiner:	Heck
Serial No.:	09/577,658	Group Art Unit:	3623
Filed:	May 25, 2000	Docket No.:	20009.0034US01 (BS99-199)
Title:	SYSTEM AND METHOD FOR MANAGING CUSTOMER CONTACTS AND RELATED INFORMATION		

CERTIFICATE UNDER 37 CFR 1.8:

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on April 11, 2005.

By: 

Name: Jeramie J. Keys

AMENDMENT AND RESPONSE

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

This communication is responsive to the Final Office Action mailed on January 11, 2005, and is being filed in conjunction with a request for continued examination. Amendments to the claims begin on page 2. Remarks begin on page 7.